

Manager's View

**A monthly e-mail message from
County Manager Tom Zdunek**

“Performance Matters”

November 2012

Maybe you've noticed it, but I talk a lot about performance measurement and doing what we can to provide effective and efficient services while meeting the needs of our customers. That's because those things are important to me, and I hope they are important to you as well. As an organization we must remain committed to serving our customers in ways that maximize the limited tax dollars we have to work with while providing the most value to the customer.

In an effort to demonstrate our commitment to these principles, we will be posting our quarterly performance data on the “Bernco View” portion of the county's web site. Historically the county has not posted quarterly performance data in a systematic way. Annual performance data gets published in the county's budget book, but is only updated every two years when the biennial budget is published. Departments meet quarterly with budget staff and deputy county managers to report on revenues and expenses and review performance data, but that's typically as far as the data goes—it never leaves the building. That all changes when we publish the data this month and one more veil is lifted between the county and those it serves.

Of course just posting our performance data doesn't mean we're getting any better, any more efficient, or any more customer-focused at what we're doing. It does, however, serve as a reminder to us all that we can do better. The same applies to new performance measures developed through the *Service Through Performance* initiative. Those measures tell us how we are doing at meeting customer needs relative to the services we provide to those customers—it's all connected and part of the broader effort to continually challenge ourselves to be better employees and communicate that effort to the public.

By putting our performance results out there for the public to see—even though not all of it may be as good as we hoped—we are reinforcing the message to ourselves and the public that performance matters.